

++++++ IT ALL ADDS UP ++++++

A CELEBRATION OF 20 YEARS OF EUROPEAN FUNDS IN WESTERN SCOTLAND

PROJECT NAME	North Lanarkshire Community Intermediary Organisation
PROJECT SPONSOR	North Lanarkshire Council

PROJECT ORIGIN AND DEVELOPMENT

The North Lanarkshire Community Intermediary Organisation (CIO) was established following a review of services to unemployed people in Lanarkshire. This review was carried out by the Routes to Inclusion (RTI) group that comprised North Lanarkshire Council, South Lanarkshire Council, Scottish Enterprise Lanarkshire, JobCentrePlus, Careers Scotland, the College consortium and the voluntary sector. The Routes to Inclusion Strategy was one of the key implementing arms of the Local Economic Forum.

The review of services to unemployed people concluded that:

- levels of service provision were uneven across Lanarkshire
- there were more gaps than overlaps – both in terms of geography and function
- even in areas of high unemployment, market penetration levels were low
- the existing infrastructure was heavily focused on the supply side, and links to employers were often weak.

Following this review, the RTI group agreed the need for the establishment of two intermediary approaches in Lanarkshire. The first, Community Intermediary Organisation (CIO) would focus on linking the supply side and strengthening the interface with individual clients at a community level, while the second, the Employer Intermediary, would address the need to build stronger relationships with employers.

Routes to Work Ltd (RTW) was established in October 2002 as the Community Intermediary Organisation for North Lanarkshire and was initially supported through the Western Scotland Objective 2 Programme until March 2005.

PROJECT AIMS AND OBJECTIVES

The aims of the project was to establish a new Community Intermediary Organisation in North Lanarkshire focusing on the delivery of jobs access and training and address the current imbalance in service delivery across Lanarkshire. This new structure aimed to co-ordinate, not duplicate, existing services while proactively engaging with those who are failing to access services and whose needs were not being met by mainstream providers.

RTW's vision is "to deliver a high quality, respected, and client focused jobs access service, which offers excluded people a realistic route back to work, and meets the current and future needs of local employers seeking staff". The vision is supported by eight related objectives, and a set of operating principles that emphasise the company's commitment to adding value, working in partnership, innovating and learning.

PROJECT ACTIVITIES

RTW is a service which assists unemployed residents of North Lanarkshire to access opportunities in education, training and employment by providing information, advice, guidance and practical support to develop and enhance individuals' employment prospects.

Services are provided on a 'hub and spokes' basis with the management function centrally based in Motherwell. Access work is delivered from a network of local community delivery bases across the district. Delivery bases comprise a variety of facilities including community centres, youth clubs, tenant halls, housing departments, JobCentrePlus offices and Careers centres. Where possible, services are provided to complement other activities ongoing within the facilities to add value and support and promote community based services.

Services are delivered by a team of Employment & Training Access Workers (ETAWs) on an individual and group basis and include the following:

- advice on training and education opportunities and how to access them
- access to job vacancies and job matching through employer liaison staff
- job search assistance
- training grant assistance
- help with completing application forms and preparing CVs
- assistance with interview techniques and presentational skills
- ongoing support during training and after starting employment
- links to work experience opportunities and work tasters
- referral to other specialist support agencies.

RTW also manages the ESF supported Skills for Growth training programme which seeks to assist the most excluded North Lanarkshire Social Inclusion Partnership (SIP) residents to gain the skills in demand within the key growth sectors of the Lanarkshire economy.

Funding has also been secured by RTW to provide an Employer Intermediary Resource (EIR) function to further assist clients access employment. Working closely with the ETAWs, the EIR actively markets clients with identified skills to local employers and provides a free recruitment resource for local employers who are experiencing recruitment problems.

PROJECT STRUCTURE

Routes to Work has been established as a not-for-profit company. It is therefore an independent social economy organisation governed by a board of directors. The directors represent the interests of the key funding partners and stakeholders as follows:

- North Lanarkshire Council
- Scottish Enterprise Lanarkshire
- JobCentrePlus
- Careers Scotland
- North Lanarkshire College Consortium
- Voluntary Sector.

Operationally, the company currently employs 16 staff.

PROJECT FINANCE

Funding Partners	North Lanarkshire Council (£383,059) Scottish Enterprise Lanarkshire (£35,000) North Lanarkshire SIP (£100,000) Careers Scotland (£30,000)
Eligible Costs (£)	£862,649
ERDF/ESF Support (£)	£343,817
Priority/Measure	Priority 3 Measure 3.1

PROJECT PERFORMANCE

Key Project Outputs/Results	Target	Achievement	% of target achieve
Total no. of gross new jobs created	7	7	100.00%
Total no. of jobless people securing employment	705	478	67.80%
<i>Total no. of people under 25 securing employment</i>	149	149	100.00%